

# FEMA Fact Sheet: National Business Emergency Operations Center (NBEOC)

FEMA's National Business Emergency Operations Center (NBEOC) coordinates and enhances information-sharing among government partners and business, industry, and infrastructure organizations – before, during, and after disasters.

Communication and coordination are paramount throughout the disaster lifecycle. The NBEOC, as the operational arm of FEMA's Office of Business, Industry, and Infrastructure Integration (OB3I), facilitates public and private sector information-sharing to get resources where they are needed most during disasters. Additionally, the NBEOC leverages data and information-sharing to help influence business continuity decisions.

The NBEOC works to:

- Engage critical business, industry, and infrastructure organizations to support disaster response and recovery operations.
- Support state, local, tribal, and territorial governments throughout the disaster lifecycle by connecting them to their FEMA regional office and the NBEOC's national network of business and industry organizations.
- Understand business and industry operating status throughout the disaster lifecycle and support economic and supply chain resilience.
- Operationalize business and industry organizations to support community lifeline stabilization and supply chain resilience, in partnership with the Cybersecurity and Infrastructure Security Agency (CISA) when Emergency Support Function (ESF) #14 (Cross-Sector Business and Infrastructure) is activated.

**Become an NBEOC member today. To join, go to [fema.gov/nbeoc](https://fema.gov/nbeoc) or scan the QR code.**



*Disclaimer: The NBEOC has no authority to enter into contracts or conduct procurement on behalf of FEMA or the federal government. NBEOC membership status will not impact FEMA's procurement process nor increase the chances of receiving a grant or contract with FEMA or the federal government. Visit [fema.gov/doing-business](https://fema.gov/doing-business) or [sam.gov/content/home](https://sam.gov/content/home) to learn how your company can bid on a contract with FEMA.*



# FEMA

## NBEOC Functions

The NBEOC actively monitors nationwide business, industry, and infrastructure operations to identify disruptions that could impact disaster response and recovery. The NBEOC uses virtual tools to coordinate information-sharing, including the NBEOC Dashboard and a Request for Information (RFI) ticket system, and facilitates meetings with key partners to forge connections that can ultimately lead to critical problem-solving throughout the disaster lifecycle.

The NBEOC in Steady-State	The NBEOC in Disaster Activation
<p>The NBEOC is a steady state asset, even in the absence of an active disaster operation. NBEOC members can reach staff via email or the NBEOC Service Desk to request information, gain answers, resources, or connections to enhance disaster preparedness. The NBEOC Dashboard is also available during steady-state for members to maintain situational awareness and connect with other business, industry, and infrastructure sector members to build their network.</p>	<p>The NBEOC is an engaged National Response Coordination Center (NRCC) participant during disaster activations. The NBEOC provides near real-time disaster information to help businesses recover quickly after a disaster while providing a forum to share information and coordinate on disaster response and recovery operations. During an activation, NBEOC members can access the NBEOC Dashboard and NBEOC Service Desk at any point.</p>

## Benefits of Membership

NBEOC membership is open to business, industry, and infrastructure organizations, who can join by visiting [fema.gov/NBEOC](https://fema.gov/NBEOC) or scanning the QR code and following the sign-up instructions. NBEOC members have access to the following resources:

- **NBEOC Dashboard:** A web-based portal that provides daily information updates during steady-state and near real-time information during disaster activations, including the latest incident updates, situation-targeted preparedness messaging, response and recovery resources, and appropriate government points of contact.
- **NBEOC Service Desk:** The service desk provides a customer portal for members to contact the NBEOC, get answers to questions, and submit offers of support (e.g., water distributor has several trucks of water ready to send to an impacted area).
- **Training:** The NBEOC training page provides an overview of emergency management training opportunities with organizations such as the Emergency Management Institute, the Center for Domestic Preparedness, and FEMA's National Training and Education Division.
- **Business Preparedness:** Ready Business ([ready.gov/business](https://ready.gov/business)) provides tools and resources for businesses to enhance disaster preparedness.
- **Business and Industry Coordination Calls:** NBEOC members can engage in monthly forums to promote preparedness and information sharing. For heightened situational awareness in response to specific incidents, ESF #14 situational awareness calls occur more frequently during disaster activations.

